



83766

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Dezonno

Serial No.: 09/995,027

Conf. No. 9621

Filed: November 27, 2001

For: Method And System For Routing
Transactions In An Automatic Call
Distribution System Based On Non-Voice
Dialog Agent Skill Set

Examiner: B. Q. Bui

Art Unit: 2642

CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on this date.

September 28, 2004

Date

Eric D. Cohen

Reg. No. 38,110

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OCT 06 2004

Technology Center 2600

AMENDMENT "A" AND REPLY PURSUANT TO 37 C.F.R. § 1.111**MAIL STOP AMENDMENT**

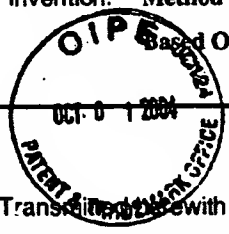
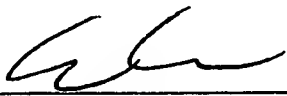
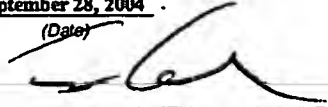
Commissioner for Patents

P.O. Box 1450

Alexandria, Virginia 22313-1450

INTRODUCTION

In reply to the Office Action mailed July 8, 2004, please amend the above-identified application as follows:

AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 93766	
Applicant(s): Dezanno					
Application No. 09/995,027	Filing Date November 27, 2001	Examiner B. Q. Bui	Customer No. 24628	Group Art Unit 2642	Confirmation No. 9621
Invention: Method And System For Routing Transactions In An Automatic Call Distribution System Based On Non-Voice Dialog Agent Skill Set					
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COMMISSIONER FOR PATENTS:					
Transmitted with is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	39 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	6 -	6 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 23-0920 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038.					
WARNING: information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.					
 _____ <i>Signature</i>			Dated: September 28, 2004		
Eric D. Cohen Welsh & Katz, Ltd. 120 South Riverside Plaza 22nd Floor Chicago, Illinois 60606 Registration No. 38,110			<div style="border: 1px solid black; padding: 5px;"> I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on <u>September 28, 2004</u>. <div style="text-align: center;">  _____ <i>Signature of Person Mailing Correspondence</i> </div> <div style="text-align: center;"> Eric D. Cohen, Registration No. 38,110 _____ <i>Typed or Printed Name of Person Mailing Correspondence</i> </div> </div>		
cc:					